

NORSTAR/BCM

TELEPHONE INSTRUCTIONS

Internal Dialing

- Press **INTERCOM**
 - Dial intercom number (The called extension will ring and the called party answer by lifting handset or pressing **HANDSFREE** key)
- OR**
- Press **VOICE CALL (FEATURE 66)**
 - Dial intercom number (The called extension will beep. The speaker and microphone will open at the called extension. The two parties are able to converse.)

External Dialing

- Lift handset and dial 9 + number or press **HANDSFREE** and dial 9 + number

TO ADJUST RINGER

- Press **FEATURE *6**
- Press **NEXT** or **1,2,3,4 on dialpad**
- Press **HOLD** (darker orange key) or **OK** to save

TO ADJUST CONTRAST LEVEL OF DISPLAY

Press **FEATURE *7**

Press **UP** to **darken** or **DOWN** to **lighten** or **1,2,3,4,5,6,7,8,9 on dialpad**

Press **HOLD** (darker orange key) or **OK** to save

FEATURES

HOLD Places a call on hold at your extension

- Press **HOLD** button (Darker orange key)
- Symbol flashes beside button where call is held

Retrieve caller from Hold:

- Press button beside blinking symbol

CALL PARK (FEATURE 74)

TO USE: With the caller on line

- Press **PARK** key
- The display reads "Parked on 101 or "Parked on 102 (Park codes are 101-124)
- Park puts the caller on hold in the system to be retrieved

To Retrieve Parked Call

- Press **Intercom** (if necessary)
- Dial the Park Code (101-124)

PAGE (FEATURE 60) Makes a one way announcement to available phones and/or speakers

- Press **PAGE**
- Press **SETS** to page via phones
- Press **SPKR** to page via external speakers
- Press **BOTH** to page via phones and speakers
- Press **ALL** to page thru all page zones
- Press **RLS** (Lighter orange key)

TRANSFER (FEATURE 70) Sends a caller to another telephone

- Press the soft key under the word **TRANSFER** in the display window
 - **TRANSFER TO** is displayed
 - Dial an internal telephone number
 - If you wish, you can announce the call after the called party answers
 - Press **RLS** or **JOIN** or **simply hang up** to complete transfer
- Some of the following prompts are seen when transferring a call
- CANCL** (cancels transfer and gets caller back)
- RETRY** (allows you to transfer to a different party)
- JOIN** (completes the transfer)

CONFERENCE (FEATURE 3)

- Make or receive the first call
- Press **HOLD**
- Make or receive second call
- Press **CONF/TRANS** key
- Display window reads **PRESS HELD LINE**
- Press the key where the first call is held

CALL FORWARD (FEATURE 4)

- Press **CALL FWD key** or **FEATURE 4**
- Display reads **FORWARD TO:**
- Enter the number where you want calls to ring

CANCEL CALL FORWARD (FEATURE #4)

- Press **CALL FWD key** or **FEATURE #4**

LAST NUMBER REDIAL (FEATURE 5) dials the last number called from telephone

- Press **LAST NUMBER** or **FEATURE 5**

CALL PICKUP (FEATURE 75) Answers a ringing phone in your pickup group

SPEED DIAL (FEATURE 0) Dials an outside number using a 3-digit, pre-programmed, personal or system speed dial code

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USER SPEED DIAL (Numbers range from **256-279**) are programmed by the user)

- Press **FEATURE *4**
- Enter the 3-digit code where the number is to be stored **256-279**)
- Display reads **PROGRAM and OK**
- Enter the telephone number to be stored (including 9, if necessary)
- Press **soft key** under **OK** in the display window
- Write the number down for your records

SYSTEM SPEED DIAL (Numbers range from **001-255**) are pre-programmed by the System Administrator

- Press **SPEED DIAL** or **FEATURE 0**
- Enter the 2-digit assigned to stored number

PROGRAMMING FEATURES ON MEMORY BUTTONS

- Press **FEATURE *3**
- Press the **BUTTON** to be programmed
- Press **FEATURE** _____ (code of associated feature)

PROGRAMMING EXTERNAL NUMBERS ON MEMORY BUTTONS

- Press **FEATURE *1**
- Press the **BUTTON** to be programmed
- Enter the telephone number (including 9, if necessary)
- Press **OK** or **HOLD** (Darker orange key)

PROGRAMMING INTERNAL NUMBERS ON MEMEORY BUTTONS

- Press **FEATURE *2**
- Press the **BUTTON** to be programmed
- Enter the internal extension to be stored

ERASE MEMORY BUTTONS

- Press **FEATURE *1**
- Press the memory button you want to erase
- Press **HOLD** (darker orange key) or **OK** to erase button

VERIFY BUTTON PROGRAMMING

- Press **FEATURE *0**
- Press any button
- Read display
- Press **EXIT** or **RLS** (Lighter orange key)